

Fig. 1

STORING A PREFERRED DOCUMENT DELIVERY OPTION FOR EACH POTENTIAL DOCUMENT RECIPIENT

ACCEPTING REQUESTS TO PRINT SELECTED DOCUMENTS

DETERMINING WHETHER TO PROCESS A DOCUMENT FOR ELECTRONIC OR NON-ELECTRONIC DELIVERY BASED UPON THE DOCUMENT DELIVERY OPTION STORED FOR EACH DOCUMENT RECIPIENT

PRINTING DOCUMENTS ACCEPTED FOR PAPER DELIVERY

ELECTRONICALLY DELIVERING DOCUMENTS ACCEPTED FOR ELECTRONIC DELIVERY

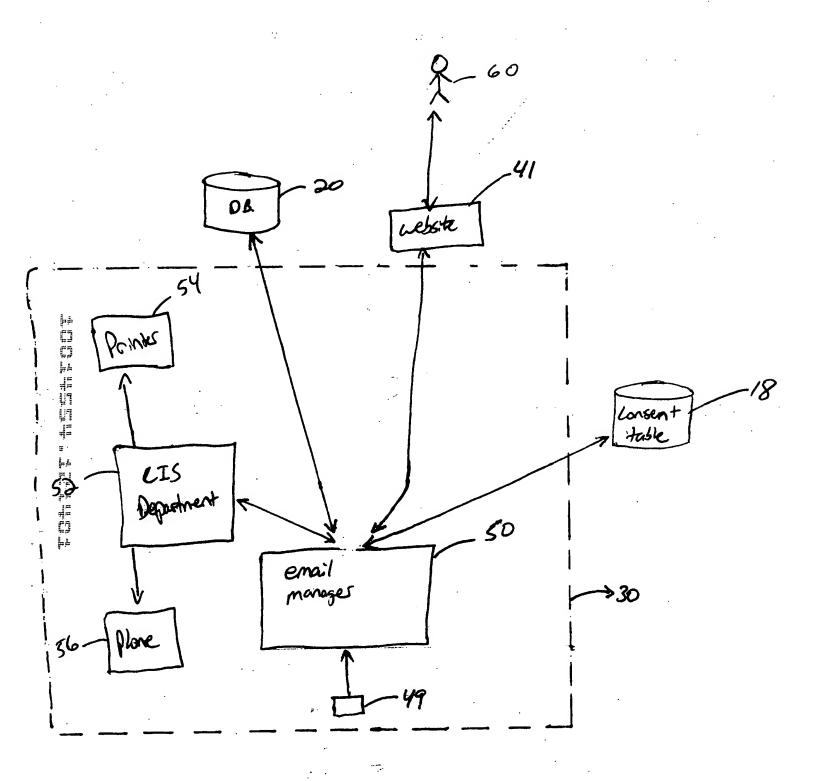


Fig. 3

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RECEIVING A FAILED EMAIL NOTICE

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CHANGING THE SELECTED DELIVERY OPTION FOR THE INTENDED RECIPIENT OF THE FAILED EMAIL SO THAT THE INTENDED RECIPIENT WILL NO LONGER RECEIVE DOCUMENTS ELECTRONICALLY

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EXTRACTING IDENTIFYING EMAIL DATA FIELDS FROM SAID FAILÉD EMAIL NOTICE AND RETRIEVING THE NAME AND ADDRESS DATA FIELDS BASED ON THE EXTRACTED DATA FIELDS.

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PROVIDING WRITTEN NOTICE TO THE INTENDED RECIPIENT

3/0

PROVIDING INTERNET ACCESS FOR INTENDED RECIPIENTS TO CORRÉCT FAILED EMAIL ADDRESSES AND TO VIEW DOCUMENT DATA ON-LINE

Fig. 4

